



TRAINING COURSE FOR CERTIFIED MEDIATORS (M/F/D) ACCORDING TO THE CERTIFIED MEDIATOR TRAINING ORDINANCE

No	Title	Content	Hrs.
1	Introduction, overview and introduction to mediation	<p>History, basics, fields of application</p> <p>Attitude, principles, roles, models, demarcation, overview of the phases of mediation</p> <p>Conflict theory (conflict factors, conflict dynamics and conflict analysis; escalation levels; conflict types)</p> <p>Recognition of conflict dynamics (interactive),</p> <p>Law of Mediation (legal framework: mediator contract, confidentiality, remuneration Issues, liability, boundaries of the Legal Services Act)</p> <p>Communication and working techniques (interactive), role definition, role conflicts</p> <p>Task and self-image of the mediator (in particular appreciation, respect and inner attitude), impartiality, neutrality and professional distance to the parties and the conflict.</p> <p>Practical focus: Phase 0 (preliminary discussion, hypothesis formation), Phase 1 (work alliance, clarification of assignment)</p>	24
2	Communication competence and solution orientation	<p>Communication and questioning techniques (interactive), development and evaluation of options for potential solutions, creative techniques, visualisation and moderation techniques</p> <p>Details of the phases of mediation in theory and practice simulation:</p> <p>Phase 1: Mediation contract, discussion rules, presentation of the offer as mediator, clarification of the contract</p> <p>Phase 2: uninterrupted time, collection of material, thematic survey and prioritisation</p> <p>Phase 3: Interest research (interests behind the positions, Window I and II, common points of reference)</p>	24
3	Conflict and negotiation competence on a psychological basis	<p>Findings of brain research on behaviour in conflicts, power, fairness and justice in psychology and mediation</p> <p>Dealing with the feelings of the mediator and the parties, self-reflection (e.g. awareness of one's own limits due to professional influence and socialisation, reflection of one's own conflict resolution style), recognition of conflict dynamics, intervention techniques.</p> <p>Negotiation techniques and competence, basics of negotiation analysis, intuitive negotiation, negotiation according to the Harvard concept/integrative negotiation techniques, distributive negotiation techniques</p> <p>Practical simulation: repetition of phases 1-3, practical focus phase 4 (collecting and evaluating options) and phase 5 (negotiating and agreeing)</p>	24



4	Law, ethics and special framework conditions	<p>Role of the law in mediation, delimitation of permissible legal information and inadmissible legal advice, sensitisation to the recognition of legally relevant facts, participation of external advisors in mediation, legal significance and enforceability of the final agreement taking into account enforceability</p> <p>Final Agreement (SMART Check) and Final Ritual in Mediation</p> <p>Special features of different framework conditions and settings in mediation: in-house mediation, live online mediation, mediation in the public sector</p> <p>Individual discussions, co-/team mediation, multiparty mediation, shuttle mediation</p> <p>Preparation and follow-up of mediation procedures, documentation/protocol keeping</p> <p>Ethics and religion in Mediation</p> <p>Practical focus: Phase 5 (negotiation and agreement), practical simulation of co-mediation</p>	24
5	Your own mediative style	<p>Phase model, transformation approach and metaphor bridge – where and when does it suit the best?</p> <p>Use of creative techniques: pictures, sculptures, storytelling, psychodrama, Pythagorean cups</p> <p>Duplicating in mediation</p> <p>Resource-oriented self-reflection of own strengths and weaknesses</p> <p>Dealing with mistakes and failures</p> <p>Practical simulation of risks and challenges in mediation</p> <p>Final colloquium and ceremonial presentation of the certificates</p>	24



ADDITIONAL OFFERS AFTER COMPLETION OF THE 120-HOUR TRAINING COURSE

The ordinance of the Mediation Act states in § 3 (1) that the following is required:

"The certified mediator shall regularly participate in advanced training events after completion of the training. The scope of the training events shall be at least 40 hours within a period of four years. The four-year period begins for the first time with the issue of the certificate in accordance with §2 paragraph 6."

CONSENSUS therefore offers all graduates the opportunity to choose from the following advanced training courses and specialisations. The current dates can be found on our website (www.consensus-campus.de). The events will take place when the minimum number of participants has been reached.

Title	Content	Hrs	Dates	
Add-on practice package: mediation and supervision of (co-)mediation during or within one year after the training course	Mediation of a real case, support by a member of the CONSENSUS consultant pool Individual supervision of this (co-)mediation CONSENSUS Campus - Certificate of entitlement to use the title Certified Mediator (ZMediatAusbV)	tbd	Subject to availability	€ 600,-
Add-on Extension Course: Mediation in Business and Organisations (according to the standards of the QVM - Quality Association of Mediation)	Seminars in small groups in total Expert seminar I Expert seminar II Group supervision seminar I Group vision seminar II (plus support of additional Peer Group Intervention) For detailed contents see https://CONSENSUS-Campus.de/bildungsangebote/	80 24 24 16 16	See https://consensus-campus.de/bildungsangebote	€ 2.400,--
Add-on Extension Course Family Mediation (according to the standards of the QVM - Quality Association of Mediation)	Seminars in small groups in total Expert seminar I Expert seminar II Group supervision seminar I Group vision seminar II (plus support of Peer Group Intervention) For detailed contents see https://CONSENSUS-Campus.de/bildungsangebote/	80 24 24 16 16	See https://consensus-campus.de/bildungsangebote	€ 2.400,--* *If both Extension Courses are booked, the group supervision seminars of the 2 nd course can be skipped and the expert seminars of the 2 nd course will be offered for € 1440,-.
Add-on Seminar Course Coaching for Mediators	Expert seminar I Expert seminar II	15 15	See https://consensus-campus.de/bildungsangebote	€ 990,-